



# ANNUAL REPORT 2017

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**Greensboro  
Police Foundation**

## Our Mission

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Partnering to fight crime for a safer Greensboro. Together, we can reduce crime and improve quality of life.

## Our Vision

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Greensboro Police Department will be a national model for exceptional policing through our commitment to excellence, selfless public service, and effective community partnerships.

## Our Core Values

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**Honesty** – Always being truthful, ethical, and principled

**Integrity** – Embodying and adhering to the principles of honor, trustworthiness, and moral courage

**Stewardship** – Protecting resources, and placing the needs of the community and our mission above our individual needs

**Respect** – Always acting with compassion and valuing the diversity of our community by building partnerships and relationships

**Trust** – Being transparent in our policies and procedures, ensuring they are designed to be fair to the community and our employees and providing all with effective redress for their concerns

**Accountability** – Providing leadership throughout the Department in a professional and responsible manner and holding all of our employees accountable for their conduct, effective job performance; including quality of work and knowledge, and dedication to our mission



## FROM THE OFFICE OF THE **CHIEF**

Dear Greensboro Residents,

We are pleased to present our 2017 annual report that reflects the work of the Police Department in 2017. We have expanded our report this year to encompass our entire department's work including our efforts to create a safer city, while focusing on community engagement and, proactive policing, initiatives where victimization is highest in an and effort to combat the opioid crisis, violent crime and quality of life issues.

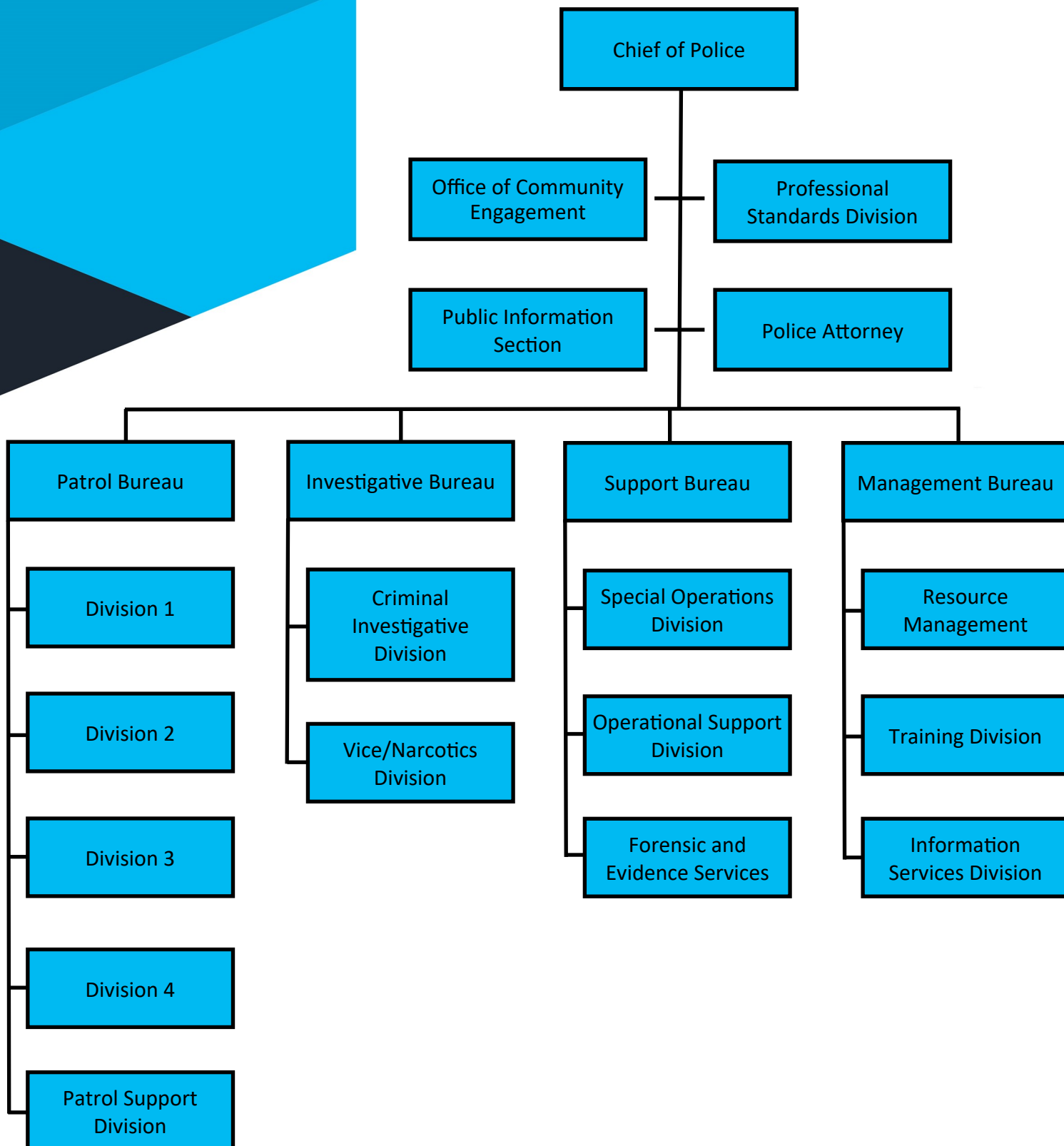
As you read this report, please note the breath of our organizations investment in Greensboro and its citizens. We have been diligent in our response to community need and requests for assistance and partnerships. We accomplish our commitment through the diligent and professional service of almost 700 sworn officers and 120 non-sworn employees. We work 24 hours a day and 7 days a week with over 40 different shifts and schedules to keep our residents safe and ensure fast response times to those in crisis.

As your Police Department, we continue as a national model for policing. We are leaders in the state in Neighborhood Oriented Policing, Community Engagement, Police training and progressive legislation requests. Even with these accomplishments, we still strive to achieve more to better serve our community. Please view this report as one more step as we partner to work towards our vision of building bridges and becoming a model for other cities to follow.

Wayne Scott  
Chief of Police



# THE ORGANIZATION 2017





*Partnering  
to fight crime for  
a safer Greensboro.*

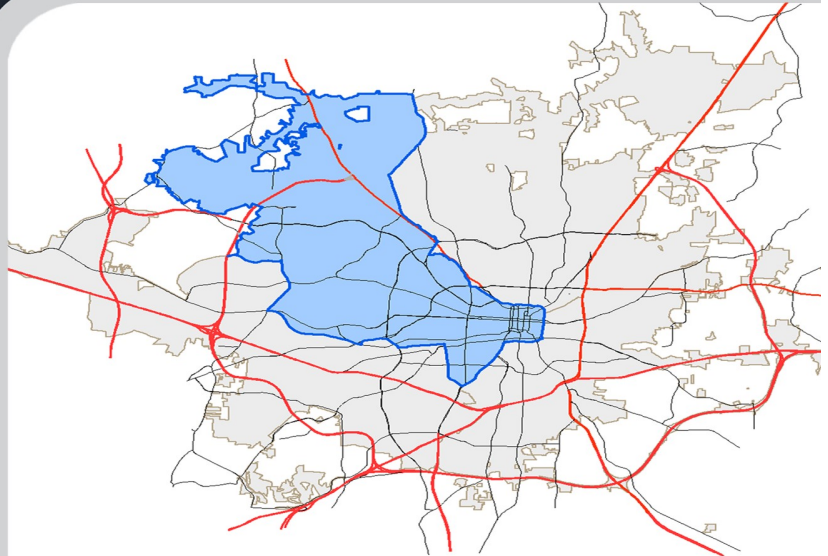
The Greensboro Police Department goes beyond traditional policing and emphasizes a holistic approach to addressing crime and quality of life issues. The Department adopted Neighborhood Oriented Policing (NOP). NOP aligns geography, officers and workload to better serve you, the public. By dedicating the same officers to your area, they get to know you better and work with you more to solve problems and improve quality of life.

Did you know that you had your own personal Police Officer? Each community has its own Community Resource Officer as part of NOP. Our Community Resource Officers maintain constant contact with the community to keep them aware of crime issues and educate on prevention. Personal contact and follow up with the citizens is a key tenant of NOP and is encouraged and practiced by officers throughout each district. Our districts focus on educating the public in Crime Prevention Through Environmental Design (CPTED) strategies and safety information/direction to prevent victimization or re-victimization, providing timely notification to businesses or residents when crime patterns are identified in an area, providing resources to victims to include the Child Response Initiative (CRI) based assistance, alternate housing, assistance from other city departments, and follow up at the division level.

All our District Officers often meet one on one with community residents and businesses in what is known as Door to Door Policing to identify crime and quality of life issues within all communities. District officers also educate the public direct our officers to immediate crime trends and issues guided by our Crime Analyst and the utilization of emerging technology such as the Crimeview Dashboard and NearMe. District officers also give frequent safety speeches when requested and disseminate safety information using social media applications such as NextDoor.com, Twitter and Facebook.







## PATROL DISTRICT 1 - CAPTAIN M.G. TERRY

Patrol District 1 is comprised of a Captain, 2 Lieutenants, and 118 officers including Patrol, Community Resource Officers (CRO) and two Center City Resource Team (CCRT). Additionally, the district has a Child Response Initiative (CRI) Advocate assigned to our division. We provide service to the area that includes the downtown and stretches out to the airport. There are 3 colleges / universities to include UNCG, Greensboro College, and Guilford College.

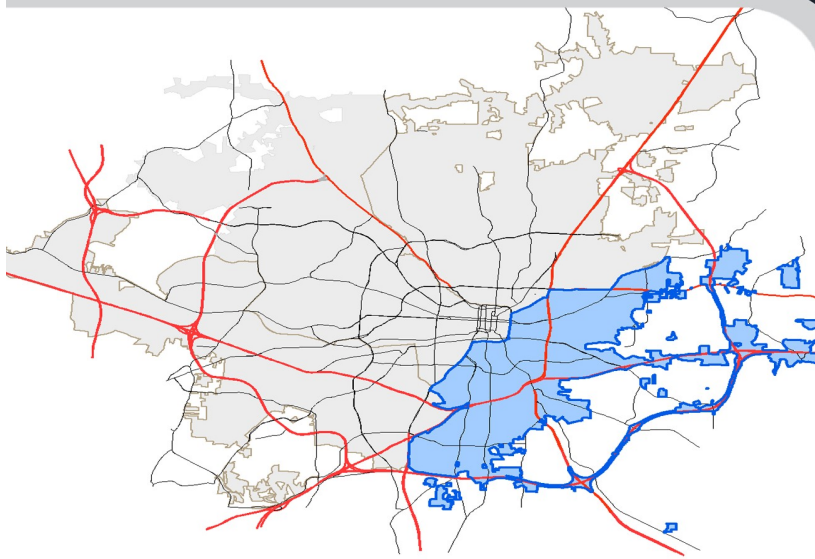
Major streets/roads in our district include: Downtown Area which includes the Downtown Greenway along with Elm St, Greene St, Church St, Eugene St and Spring St. Other major streets include W Market St, W Friendly Ave, Battleground Ave, Bryan Blvd, Benjamin Pkwy, and Murrow Blvd.

The Center City Resource Teams are unique as they are assigned to a small geographic area, the Downtown Area, and are responsible for the varying businesses, residents, and events that occur in the diverse and growing area. CCRT officers typically utilize bicycles and foot patrol as their means of contact with citizens.

In 2017, officers responded to 28,121 calls for service. Along with patrol officers responding to calls, Community Resource Officers followed up over 300 complaints that came in through the various resources as Nextdoor.com, Watch Operations, and Walk-ins. District 1 officers attended 75 community meetings, 11 special events, such as the high five day, Special Olympic events, and miscellaneous other events as well as fulfilling approximately 40 speaker requests. District 1 officers continue to drive down crime throughout the district while building bridges with the community they serve.







## PATROL DISTRICT 2 - CAPTAIN S.P. GLADIEUX



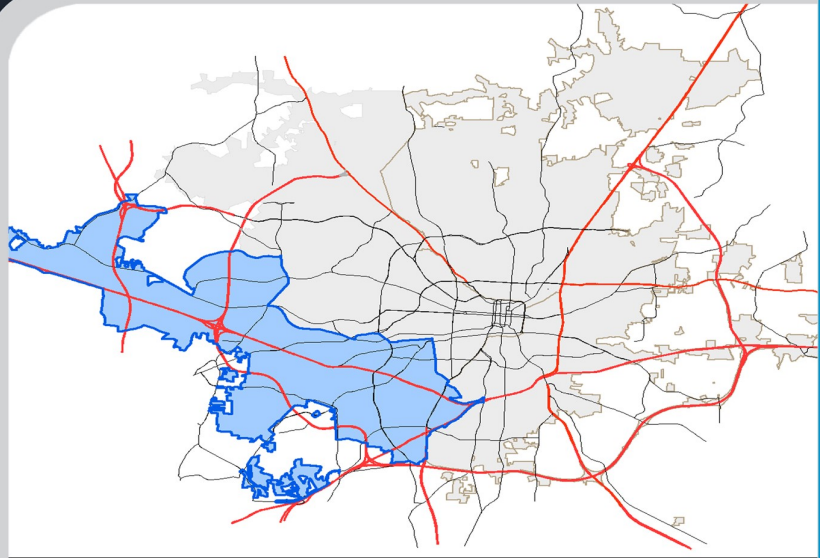
Patrol District 2 is comprised of a Captain, 2 Lieutenants, and 100 officers including Patrol, Community Resource Officers (CRO) and a Community Resource Team (CRT). Additionally, we have a Child Response Initiative (CRI) Advocate assigned to our division. We provide service to the area that is primarily the southeast portion of the city.



Major streets/roads in our district include: E. Market Street, E. Bessemer Street, E. Lee Street, Hwy. 29 (south of Wendover), E. Florida Street, Willow Road, S. Benbow Road, Franklin Boulevard, Martin Luther King Jr. Drive, Hwy. 421, Alamance Church Road, S. Elm-Eugene Street, Randleman Road, Vandalia Road (east of Business 85), Interstate 85, McConnell Road, and Mt. Hope Church Road.



In 2017, officers responded to 52,840 calls for service and officer identified incidents in district 2. Additionally, we attended over 160 community meetings, business meetings, and community engagement events to provide crime statistics, to present educational information on crime prevention, and to promote positive interaction with the community. Our Community Resource Officers also followed up with over 240 residents and businesses to hear their concerns and provide resources and direction to address those concerns. Community involvement and engagement is forefront in our neighborhood oriented policing (NOP) philosophy in District 2. In 2018, we will see some new initiatives in our Division to continue emphasizing this philosophy promoting officer engagement at the individual neighborhood level.



## PATROL DISTRICT 3 - CAPTAIN J.P. KIMMEL

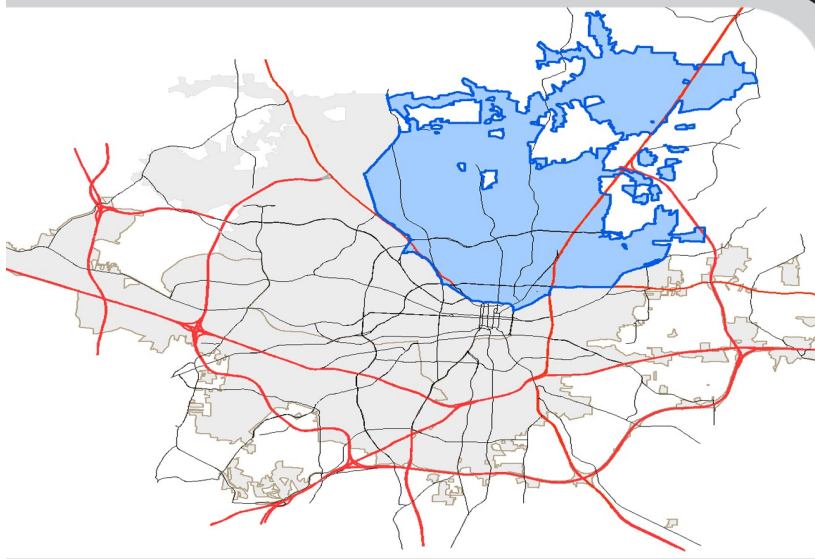
Patrol District 3 is comprised of a Captain, 2 Lieutenants, and 80 officers including Patrol, Community Resource Officers (CRO) and a Community Resource Team (CRT). Additionally, there is a Child Response Initiative (CRI) Advocate and a Crime Analyst assigned to our division. District III is based out of the S. Swing Rd. substation located at 300 S. Swing Rd. District provides service to the area that is primarily the southwest portion of the city.

Major streets/roads in our district include: W. Market Street, W. Wendover Ave., W. Friendly Ave., Guilford College Rd., Merritt Dr., Highway 68, Pleasant Ridge Rd., S. Holden Rd., W. Vandalia Rd. as well as sections of I-40, I-73 and I-85. Major businesses include Four Seasons Town Center, Grandover Resort, multiple hotels and restaurants and the Greensboro Coliseum.

In 2017, District 3 officers responded to 39,262 calls for service. Including traffic stops, officers initiated an additional 12,967 calls. 507 warrants and 593 orders for arrest were served. 26 subjects wanted for other jurisdictions through NCIC were arrested. District III officers completed 7,870 case reports, 3,234 for part one offenses. Milestones for the district included the establishment of a Hotel Community Watch Group, the arrest of a serial sexual assault suspect by CRT, the ongoing work to identify and arrest those involved in human trafficking and officers from the district being named the Greensboro Police Department's Police Officer of the Year, American Legion's Lawmen of the Year and Greensboro Merchant Association's Police Officer of the Year.







## PATROL DISTRICT 4 - CAPTAIN P. MCADOO-ROGERS



Patrol District 4 is comprised of a Captain, 2 Lieutenants, and 100 officers which includes Patrol and Community Resource Officers (CRO). Additionally, we have a Child Response Initiative (CRI) Advocate assigned to our division. We provide service to the area that is primarily the northeast portion of the city.



Major streets/roads in our district include: US 29 (North of Wendover), Phillips Ave., Summit Ave., Cone Blvd., Wendover Ave., Old Battleground Ave., Lawndale Dr., Cornwallis Dr., Sunset Dr., Willoughby Blvd., Pisgah Church Rd., North Elm St., North Church St., Yanceyville St., McKnight Mill Rd., Lees Chapel Rd., Lake Jeanette Rd., Cottage Pl., Cotswald Terr., Regents Park Ln., Lake Brandt Rd., Colonial Ave. and Country Club Dr.



In 2017, District 4 officers responded to 45,789 calls for service and officer identified incidents. Additionally, we attended over 75 community meetings, business meetings, and community engagement events to provide crime statistics, to present educational information on crime prevention, and to promote positive interaction with the community. Our Community Resource Officers also followed up with several hundred residents and businesses to hear their concerns and provide resources and direction to address those concerns.



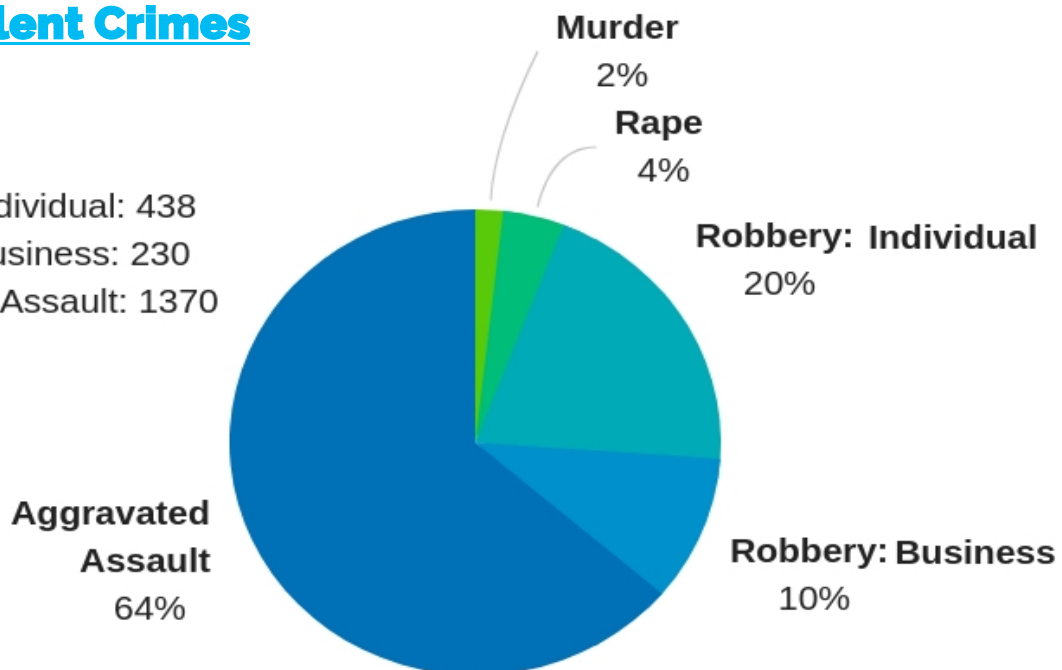


## **CRIMINAL INVESTIGATIONS**

### **DIVISION**

#### **2017 Violent Crimes**

Murder: 39  
Rape: 87  
Robbery- Individual: 438  
Robbery- Business: 230  
Aggravated Assault: 1370





**The Criminal Investigations Division (CID)** is composed of six investigative squads that are responsible for conducting follow-up investigations of reported offenses such as violent crimes, fraud and computer crimes. The units or squads are as follows:

**Homicide** – This squad works all death cases within the City limits of GSO. This includes homicides, suicides, fatal over doses, and found bodies.

**Robbery** – This squad works all individual robberies and commercial robberies within the City limits of GSO. Robbery is the taking (or attempted taking) of property by force. This force can be the use of a deadly weapon or by physical force.

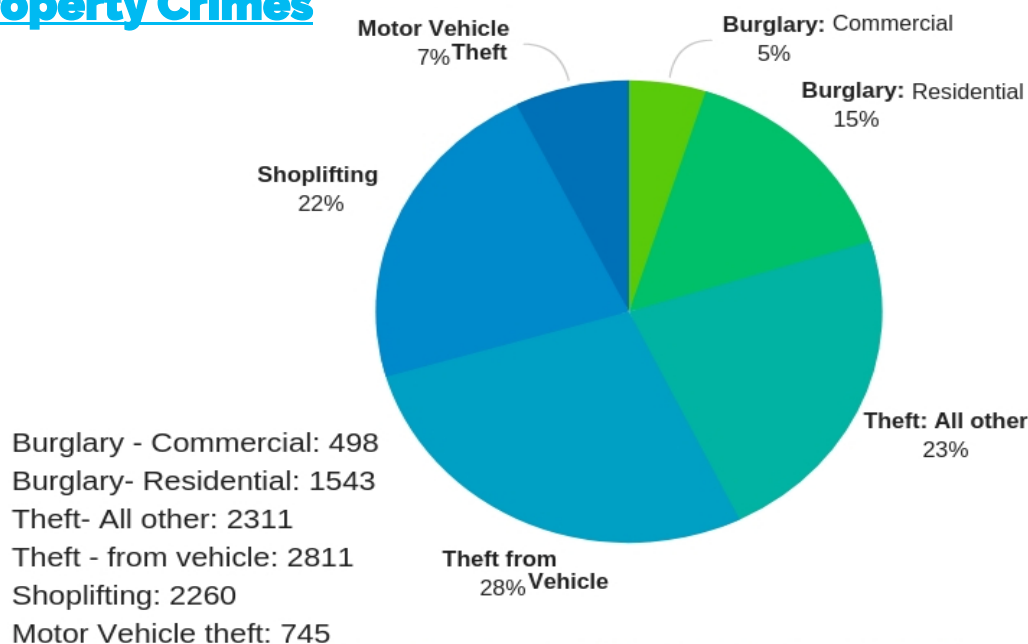
**Family Victims Unit (FVU)** – This unit is housed within the Guilford County Family Justice Center and investigates all reports of domestic and sexual sexual violence, and all cases involving child victims (physical/sexual abuse, neglect, child death) within the City limits of GSO. They also work all missing person cases when the person is under 16 years old. Additionally, they work elder abuse cases involving abuse and neglect. A portion of the cases worked by FVU are reported to us by DSS rather than an initial police response to a situation.

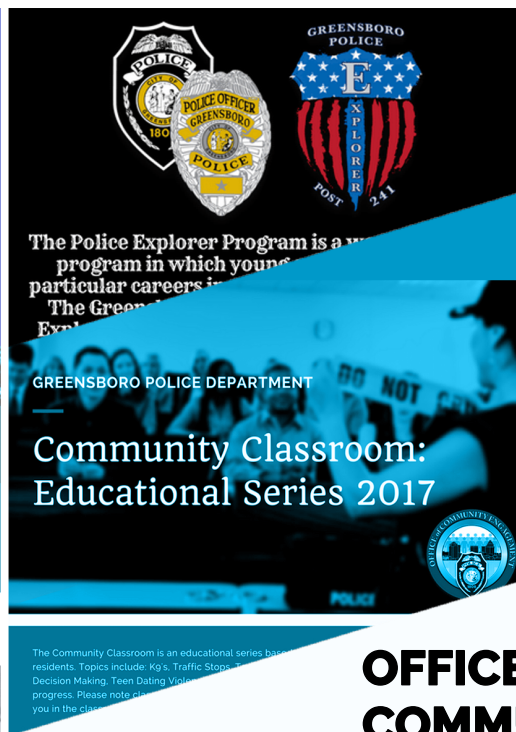
**Crimes Against Persons (CAP)** – This squad works all non-domestic related aggravated assaults within the City limits of GSO (shootings, stabbings/cuttings, assaults where major injuries are sustained). They also work missing person cases when the person is 16 years old or older.

**Residential and Commercial Property Crime-** These squads respectively work property crimes/larcenies involving residential or commercial property within the City limits of GSO. (Breaking and entering, larceny from residence, etc.). Residential also works all stolen auto cases.

**Crime Stoppers and Gun Stoppers** – Greensboro/Guilford Crime Stoppers is a program in which members of the community, the media, law enforcement, and businesses work together to solve crime. Citizens are encouraged to provide information about current crimes or criminal activity. If the information provided leads to an arrest or indictment, the citizen is rewarded with a cash payment. Any call to Crime Stoppers is completely anonymous. A volunteer board of directors administers Crime Stoppers. The GPD provides two full time, trained coordinators to be the police liaison to the board. Gun Stoppers was launched on February 28, 2017, as part of a city-wide effort to reduce violence involving firearms.

## **2017 Property Crimes**





## OFFICE OF COMMUNITY ENGAGEMENT

The Office of Community Engagement exists to build and foster positive police-community relations through communication, programs, partnerships, and volunteer opportunities based of community need.

2017	# of Participants	Number of Events
Total	34,353	455

### City Wide Initiatives

**Safer City Summit:** First event was held on Tuesday, January 31, 2017 with over 130 people in attendance. The goal was to engage organizations from across the city delve into the underlying issues that lead to violent crime. To address these issues, we created 5 working groups, comprised of community leaders, partners and community members. Then each working group will work on the identified actionable items; track their progress and attending smaller meetings over the course of a year. Working groups focused on these topics: Public Safety, Youth Outreach and Services, Housing, Employment and Legislative Concerns: Legal issues, State Statues over the course of a year. Working groups focused on these topics: Public Safety, Youth Outreach and Services, Housing, Employment and Legislative Concerns: Legal issues, State Statues

**Opioid Crisis Education:** Began our work in early 2017 with a trip to New York with Chief across the Country to discuss the Crisis and share ideas on what's being done. In partnership with the Vice Narcotics division we created an educational campaign to share the role of the Department in the epidemic and spoke to almost 400 people over the course of the year. We partnered with multiple community agencies to stay in tune with community needs and tracked legislation pertaining to Opioid misuse.

**Community Classroom:** The Community Classroom is an educational series based on requests from residents. The goal is to give a glimpse into life as a police officer while answering community questions. We look forward to seeing you in the classroom. We offered 5 different classrooms on the following topics: K9's: Dogs and Demo, Traffic Stops: What to do, Texting and Driving, Crimes in Progress: What would you do? and Decision Making: When to use force.

## Annual Department Programs:

- **Police Memorial Week:** Law enforcement agencies throughout the country celebrate May as National Peace Officers' Month to pay tribute to officers who serve our communities and to remember those who have died in the line of duty. Former President John F. Kennedy designated May 15 as Peace Officers' Memorial Day and the week of May 15-21 as National Police Week. In commemoration, the United States flag is to be displayed at half-staff on all government buildings on May 15. The Guilford Merchant Association hosted an dinner where local officers were honored and over 450 people attended.
- **Police Citizen's Academy:** To get an in-depth understanding of GPD, we invite you to participate in GPD's Police Citizens' Academy, which is held annually from February through August. It consists of 14 scheduled classroom discussions, two partnership sessions, ride-alongs with police officers, and hands-on demonstrations. We had over 30 community participants.
- **National Night Out:** National Night Out (NNO) took place the first Tuesday in August. This unique crime and drug prevention event is sponsored locally by the Greensboro Police Department. Greensboro was one of 26 cities nationwide with a population of between 100,000 – 299,999 to be recognized nationally for its support of NNO. The department has received 22 national awards from the National Association of Town Watch based on community participation
- **Operation PASS:** The Greensboro Police Department (GPD) along with the Greensboro Police Foundation, Equation Church, and Guilford County Schools, partnered with Guilford County School's Parent Academy, the Greensboro Coliseum and several community partners for their annual Operation Pass Event. We served over 2000 youth at this event.
- **Operation Yuletide:** Operation Yuletide is an initiative by members of the Greensboro Police Department (GPD) to bring some holiday cheer to good people who are experiencing tough times. Throughout the year, GPD employees meet people who have been impacted by serious crimes, accidents, or an unfortunate turn of events. And each year those employees organize to provide gifts of new clothing, toys, and household items to deserving families nominated by the police department.
- **Officer Ted E. Bear:** Program: The gift of a small stuffed teddy bear can make a big difference in the life of a child who has experienced trauma. That's the concept behind the Officer Ted E. Bear Program. Our volunteers collected over 1000 stuffed animals to give to children in the community.
- **Interns:** The Educational Internship Program was implemented by the Greensboro Police Department to meet the academic requirements of North Carolina post-secondary schools whose degree programs stipulate a period of internship as a condition of graduation. We coordinated nine Educational Internships, which provides future police officers or crime scene investigators an opportunity to experience real-world police applications.

**Community Watch Programs:** One of the best ways community members can become actively engaged with GPD is through the [Community Watch Program](#). Community Watch is a crime prevention program that enlists the active participation of residents, in cooperation with law enforcement, to reduce crime and victimization in communities. To start one, simply contact your [Community Resource Officer](#) (CRO). We currently have over 100 community watch groups.

**Department Engaged Community Volunteerism:** Police Department Employees engage with the community through volunteering. Below is a list of agencies where officers serve.

- |   |                                       |
|---|---------------------------------------|
| • Communities in schools: Lunch Buddy program               | • Junior Achievement                  |
| • Communities in schools: African American Male Initiatives | • Big Brothers/Big Sisters            |
| • Juvenile Crime Prevention Council                         | • United Way Boards                   |
| • Non-profit Consortium Board                               | • Volunteer Support for Freedom House |
| • Greensboro Chamber of Commerce                            | • Multiple houses of worship          |
| (Other Voices Diversity & Leadership)                       |                                       |

# FORENSICS SERVICES DIVISION

The mission of the Forensic Services Division of the Greensboro Police Department is to provide forensic services characterized by a level of excellence that is established through diligence, perseverance, and positive partnerships with the greater law enforcement community, judicial system and members of our community. The Forensic Services Division is comprised of the Crime Scene Investigations Section, the Firearms and Tool Mark Section, the Latent Print Section, and the Property & Evidence Section.

## Crime Scene Investigations

The Crime Scene Investigations Section of the Forensic Services Division is comprised of investigative personnel and a digital imaging specialist whose primary responsibility is the provision of crime scene/evidence documentation and processing services.

STATS	
Calls Answered	5804
Laboratory Examinations	1621
Evidence Items Recovered By Our Division	6541
Identifiable Latent Prints Recovered	692
Photographs Printed For Court/Detectives	3710







### **Firearms & Tool Marks**

By examining firearms evidence (firearms, casings, bullets) we are able to provide critical information and associations, such as: determining that a specific known firearm recovered by the department was use in a particular crime, or that the same firearm was used in multiple crimes overtime (thus linking incidents city-wide and nationwide).

- Firearms/tool mark examinations: **54**
- IBIS-NIBIN\* shell casing entries: **1,015**
- IBIS-NIBIN\* leads: **56**
- Firearms evidence identifications: **182**

NIBIN is a national ballistic database of spent cartridge cases that allows law enforcement to link guns to crimes as well as linking crime scenes to other crime scenes where the same firearm was used.



### **Latent Print**

Finger/palm prints can provide follow-up investigators with information concerning the identity of individuals who may have knowledge of a particular crime. Examinations conducted by this section also play a critical role in confirming the identity of deceased individuals; thus assisting the investigation from a law enforcement standpoint but also ensuring family and friends receive notice and closure.

- Latent prints identified: **215**
- Latent print AFIS database entries: **204 Cases**



### **Property & Evidence**

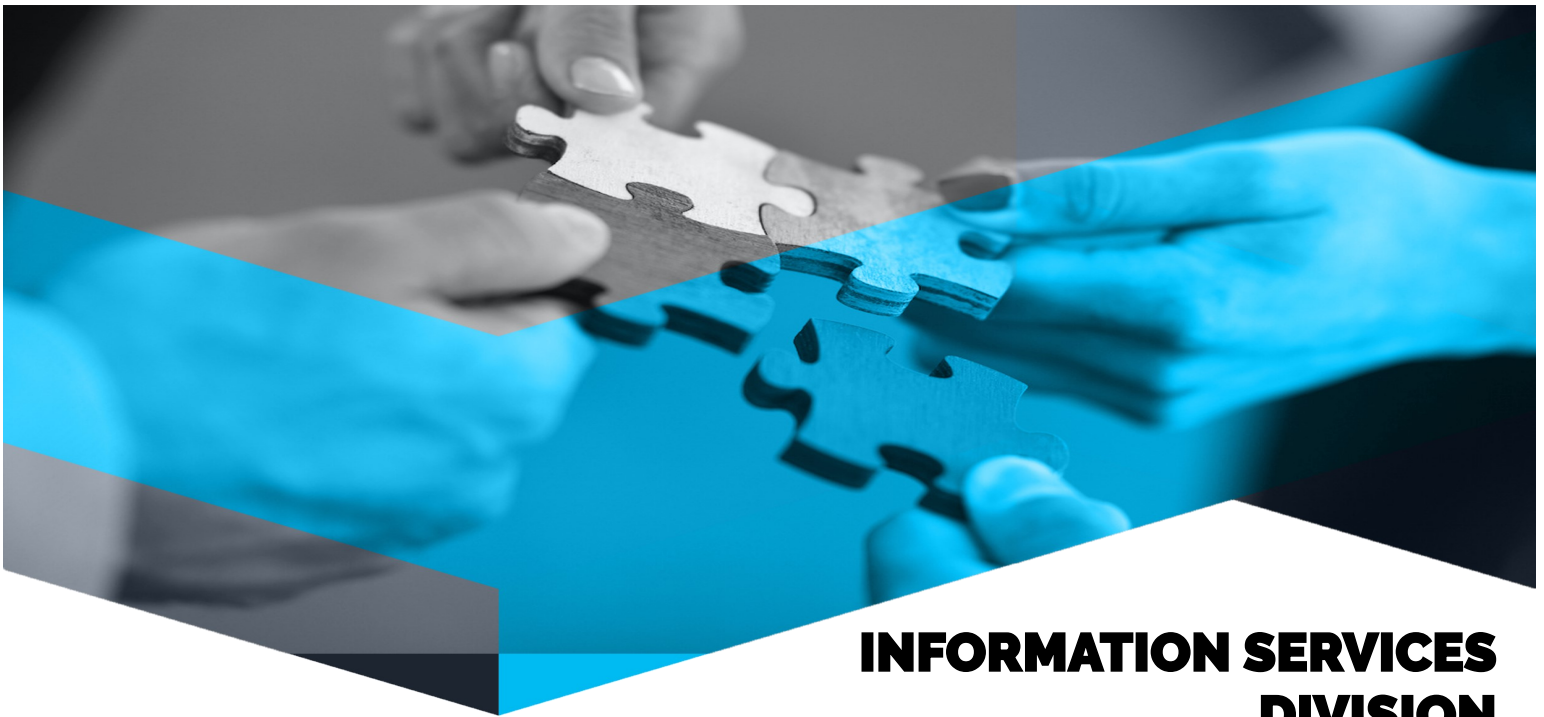
The Property and Evidence Section is responsible for maintaining custody and preserving the integrity of case evidence so it may be introduced at trial and serve to assist in the provision of justice by retaining full probative value. This section is also charged with disposing of property after the completion of the cases which involves preparing items to be sold at a public auction as well as sending all unclaimed monies to the Guilford County School Fund.

- Total # of items taken-in: **24,690**
- Total # of firearms taken-in: **961**
- Total # of property/evidence in GPD custody: **255,883**
- Money allocated to the Guilford County School Fund: **\$70,118.42**

## **Community Engagement**

Community Engagement Activities: **62 (324.25 hours)**

In addition to providing quality forensic processing service, the FSD also actively strives to cultivate community partnerships and positive police-citizen relationships through involvement in a variety of community engagement activities



## INFORMATION SERVICES DIVISION

### RECORDS

#### What we want understood?

Records acts as a central repository for the collection, data entry, dissemination, and storage of official records submitted from within the department to the records Management System relating to all services provided by the department. In addition, records personnel are responsible for file maintenance of criminal and non-arrest legal papers provided by the department.

#### What is most important?

The data collected from criminal and traffic-related activities are submitted each month to the State Bureau of Investigation for yearly statistics that represents the official statistics for the agency.



**What stats or data do you think is most important for public consumption?** On a monthly basis, records personnel answers 1200 informative telephone calls (in-coming calls). Processes over 350 NCIC entries per month consisting of wanted persons and stolen property. Processes on average, over 450 fingerprints per month as a public service to the citizens of Greensboro and surrounding cities.

### SECONDARY EMPLOYMENT PROGRAM

In 2017 Greensboro Police transitioned the primary management of the Secondary Employment program to an external secondary employment vendor in keeping with current trends and best practices in law enforcement. In total, Greensboro Police Department Officers worked a combined 153,121 hours of secondary employment, and the program retains an in-house coordinator to act as a point of contact between customers, the department, and the External Secondary Employment



## WATCH OPERATIONS CENTER

The Police Watch Operations Center staff acts as an around-the-clock liaison between the Police Department, citizens, other law enforcement agencies and the media. Our 12-person staff receives inquiries, complaints and requests by phone or at the front counter and makes sure they are appropriately handled or resolved.

Our eight Watch Operations specialists, who provide customer service, had more than 82,000 contacts with officers, the media and the general public in 2017. Our three Telephone Response Unit employees, who are responsible for taking most of the section's investigative police reports by telephone and from walk-in customers, collected information for nearly 4,500 police cases in 2017.

In a move to make training more professional for incoming staff members, three veteran employees were the first from the Watch Operations Center and Telephone Response Unit to attend Police Training Officer School. Since their graduation in December 2017, all three have trained new employees.



## Operational Planning Unit

### UNIT MISSION

The Operational Planning Unit (OPU) provides support services to the field by preparing Incident Action Plans for special events. This includes coordination with event organizers and other city support units; facilitation of any required permits; preparation & distribution of an Incident Action Plan; and follow-up & critique services.

**78** Planning and operational management in partnership with the Greensboro Coliseum Complex through a broad range of activities, including athletic events, cultural arts, concerts, theater, fairs, conventions, trade and consumer shows.

**91** Support for organized first amendment assemblies on streets, sidewalks, and other public areas.

154 Plans

Runs/Walks

Coliseum

Festivals & Parades

Rallies

Dignitary

**46**

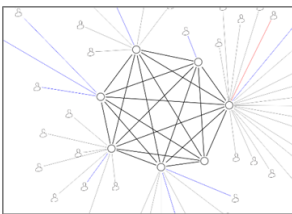
Operational planning support for events ranging from 1-mile fun runs to full marathons.

**11**

Planning and operational management support for a wide variety of parades and festivals.

**3**

The OPU is designated as the primary liaison with the United States Secret Service during events involving visiting dignitaries. Planning and operational support is provided cooperatively with other public safety agencies.



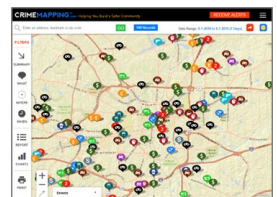
## CRIME ANALYSIS

Our analysts continue to attend trainings to stay up-to-date with the most current crime analysis techniques. In 2017, this included attending the International Association of Crime Analysts conference in New Orleans, LA.

The CAU received grant funding for IBM i2 – a network analysis software that will help the department analyze relationships between individuals and crime throughout the city.

Crime Analysts participated in community events throughout the city, including Operation Yuletide, National Night Out, and Coffee with a Cop.

Are you moving? We continue to encourage members of the community to log in to [crimemapping.com](http://crimemapping.com) to look up crime information in neighborhoods and receive email alerts of new activity.





## OPERATIONAL SUPPORT DIVISION

### Police Neighborhood Resource Center (PNRC)

The PNRC program provides uniformed officers to each of the five major public housing communities in Greensboro. Claremont Courts, Ray Warren Homes, Hampton Homes, Smith Homes, and Hickory Trails each have two officers assigned to provide services and assistance to the residents. A significant amount of the officers' daily activities consists of high-visibility foot patrol throughout the housing communities. This time is spent getting to know the residents and identifying problems that affect the quality of life of those residing in public housing communities. This unit consists of 10 officers.

### School Resource Officers

The School Resource Officer Program was initiated within the Guilford County School System in an effort to provide a safe environment conducive to learning. The program focuses on safety for students, staff, and visitors at the various campuses throughout the city and county. This program is a cooperative effort between the Guilford County Sheriff's Department, High Point Police Department, Greensboro Police Department, and Guilford County Schools. The Greensboro Police Department's unit consists of 15 School Resource Officers and one school safety officer, and 2 sergeants.

You can find Greensboro Police Officers in 17 Guilford County middle and high schools.

#### GCS Middle Schools

Allen  
Jackson  
Lincoln  
Guilford  
Kernodle  
Mendenhall  
Hairston  
Kiser  
Swann

#### GCS High Schools

Dudley  
Page  
Weaver  
Grimsley  
Smith  
Western

#### GCS Alternative Schools

SCALE  
Twilight





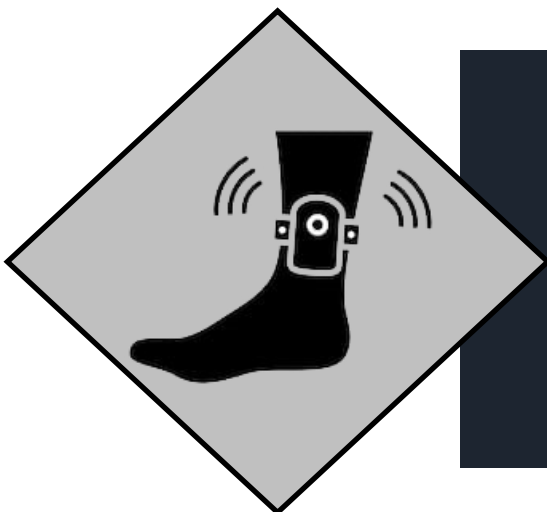
### **Court Liaison**

The Court Liaison promotes cooperation between the District Attorney's Office and the police department with regard to officers' court attendance and other court related matter.



### **Taxi Inspector**

The Taxi Inspector is responsible for the inspection and permit process for taxis, the registration of bicycles and the inspection of wreckers contracted to perform tow-ins for the City.



### **Electronic Monitoring Unit**

The Electronic Monitoring Unit (EMU) is responsible for maintaining the department's Priority Offender List, as well as obtaining and implementing court orders for the electronic monitoring of priority offenders. The goal of EMU is to provide a level of supervision to offenders that will deter their criminal activity and change their patterns of criminal behavior.



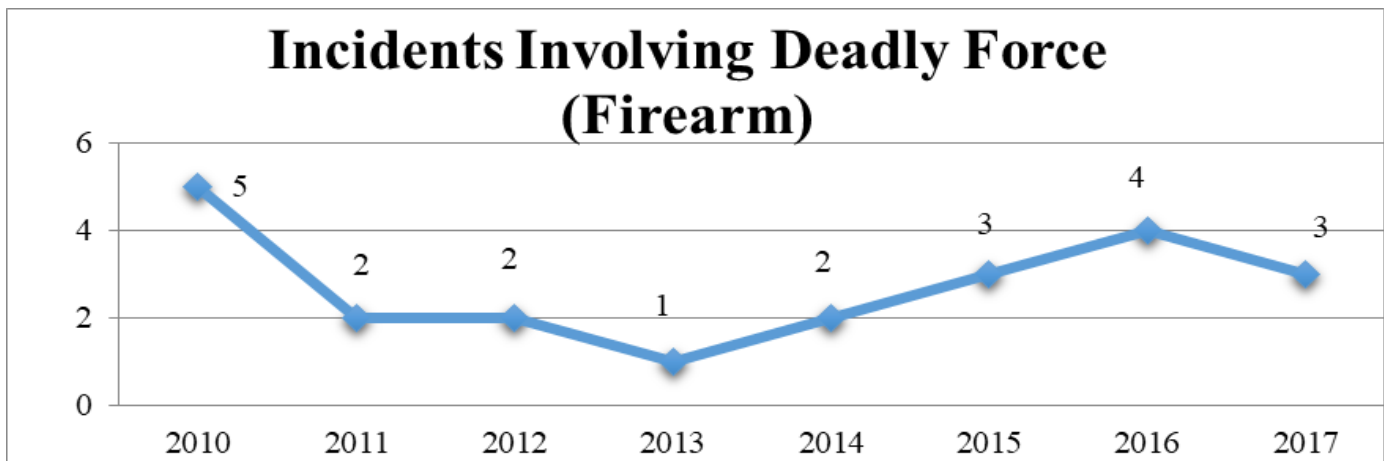
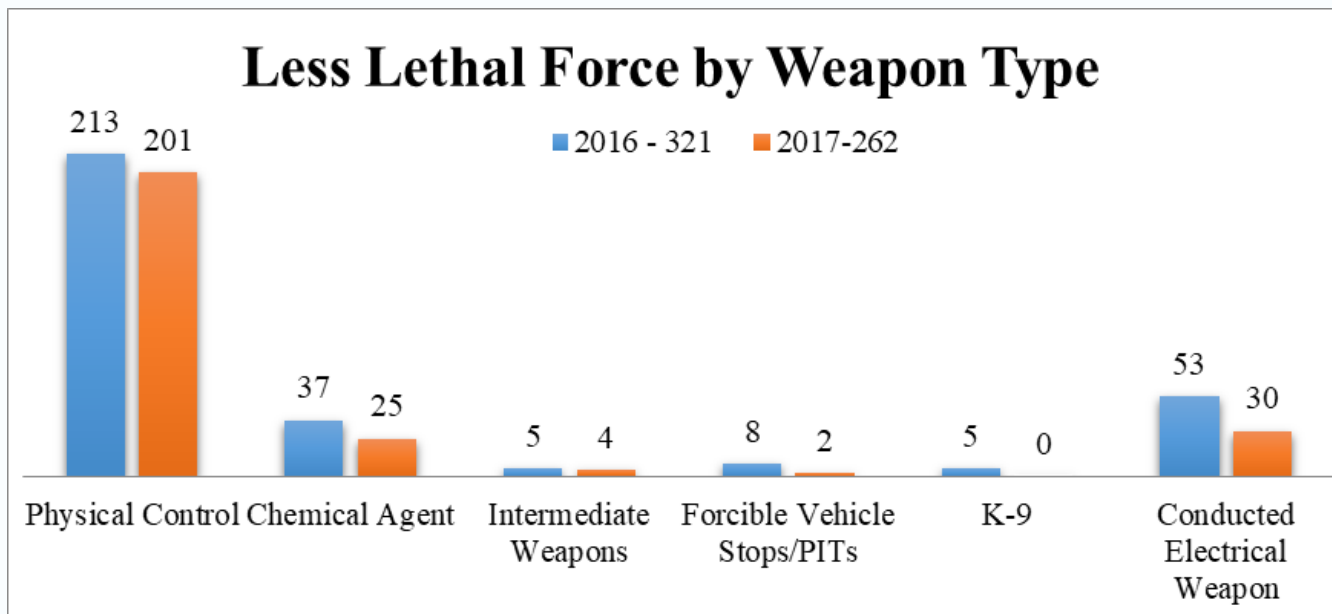
## **PROFESSIONAL STANDARDS** **DIVISION**

The Professional Standards Division (PSD) performs administrative investigations within the department and provides internal control to help the department establish and maintain community trust. PSD investigates complaints against police personnel and conducts other administrative investigations at the direction of the Chief of Police. Division personnel also carry out policies that ensure residents' complaints are thoroughly investigated while treating department personnel consistently and fairly. Information from these investigations is provided to an accused employee's chain of command for adjudication and final results of the investigations are reported to the Chief of Police.

### **Uses of Force per Calls for Service**

We compared our use of force incidents to the number of calls for service to gain perspective on the prevalence of uses of force, and whether or not they were applied appropriately. Below is the frequency in which employees used force in comparison to dispatched calls for service, and the number of complaints received and sustained for 2016 and 2017.

Uses of Force In General		
	2016	2017
Calls for Service	217,735	211,986
Use of Force Events	193	180
Use of Force Events per CFS	.09%	.08%
Use of Force Complaint Allegations	11	7
Use of Force Complaint Allegations per CFS	.005%	.003%
Sustained Excessive Force Complaints	3	3

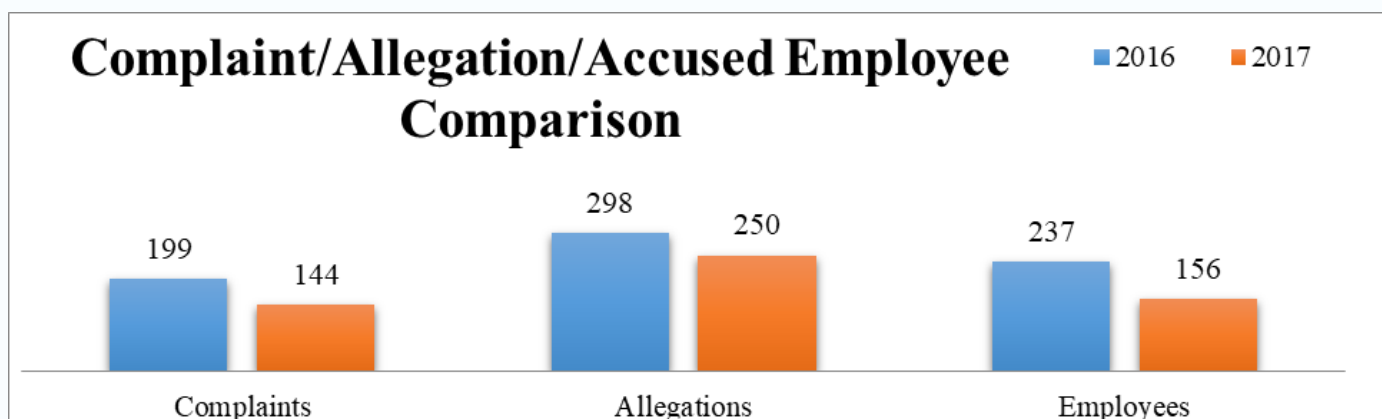




### Citizen and Employee Complaints In General

	2016	2017
Calls for Service	217,735	211,986
Citizen Complaints	63	60
Citizen Allegations	121	127
Sustained Citizen Allegations	38	40
Complaints per CFS	.03%	.03%
Sustained Complaint Allegations per CFS	.02%	.02%
Internal Employee Complaints	136	84
Internal Employee Allegations	177	123
Sustained Internal Allegations	154	100

### Complaint/Allegation/Accused Employee Comparison



### Most Common Allegations

	2016			2017			
Conduct Violation	Citizen	Internal	Total	Citizen	Internal	Total	Change
Arrest Search & Seizure	7	3	10	17	8	25	150%
Bias-Based Policing	7	0	7	24	0	24	243%
Courtesy	32	6	38	23	8	31	-18%
Discretion	10	2	12	8	5	13	8%
Duty Responsibilities	28	6	34	15	10	25	-26%
Excessive Force	4	3	8	1	8	9	13%
General Conduct	8	5	13	6	6	12	-8%
Laws and Regulations	7	43	83	3	11	14	-83%
Truthfulness	1	8	9	1	4	5	-44%

## Citizen-Police Mediation

Mediation is used as an alternative to the traditional complaint investigation process. A neutral, professional mediator helps citizens and police employees resolve complaints involving cases in which a lack of effective communication led to the complaint. Mediation provides an opportunity for police employees and citizens to understand the actions, behaviors, and motivations of each other; thereby cultivating the relationship between the community and the police department.

The Greensboro Police Department implemented its mediation program in May of 2014. Complaints are referred to mediation on a case by case basis if the nature of the allegation(s) meets the established criteria for referral. Since its inception in 2014, 69 cases have been referred to mediation. During 2017, a total of 9 cases were referred. Of the 29 cases, 5 cases were successfully mediated. In the remaining cases referred for mediation, the citizens either declined the offer or withdrew from the process.



## **SPECIAL OPERATIONS** **DIVISION**

<b>STATS</b>	
Highway Enforcement Hours	2553.50
School Zone Enforcement Hours	588.75
DWI Reduction Hours	1390.25
Distracted Driver Operations	26
General Program Delivered	35



## **Traffic Safety Unit**

The Traffic Safety Unit (TSU) is the agency's lead component for traffic safety efforts, including education, engineering and enforcement. The TSU focuses on citywide traffic enforcement using speed measurement instruments, paying particular attention to accident-causing violations and other traffic conditions that tend to have a negative affect on travel safety in Greensboro. Enforcement activities focus on the following areas:

- interstate and other controlled-access highways
- major traffic arteries
- school zones, with primary emphasis at those elementary schools that have an assigned School Crossing Guard
- top accident intersections

When assigned to the interstate highway, TSU officers are responsible for handling all traffic activities occurring along the interstate. This includes enforcement, crash investigation, motorist assistance, and any other condition that affects traffic safety.

The TSU is the lead unit for participation in special traffic operations, such as Click It or Ticket, Booze It and Lose It, and holiday enforcement operations. The TSU also handles follow-up investigation of reported school bus stop-arm violations and provides funeral, security, and VIP escorts.

The TSU is the lead group for liaison with other agencies concerning traffic enforcement, education and engineering activities. It also serves as the liaison with community groups such as MADD and SADD and is the GPD's training unit for traffic-related topics.

## **Crash Reconstruction Unit**

The Crash Reconstruction Unit (CRU) handles follow-up investigation of all fatal and near-fatal motor vehicle crashes, as well as reported hit-and-run motor vehicle crashes. In addition, the CRU assists as requested in the investigation of serious-injury police vehicle crashes and other selected crash cases. The CRU maintains an on-call program so it can assist at any time. The CRU also advises other officers in motor vehicle crash reconstruction and investigation and is the agency's lead unit in training for crash investigation and reporting. The CRU is the liaison with other agencies and units concerning motor vehicle crashes and accident-related traffic safety.

## **Canine Unit**

The Canine Unit supports the department via the application of police service dogs trained in tracking, apprehension, building searches, article searches, and explosive/narcotic detection in order to enhance officer safety and assist in evidence collection. In addition, the unit conducts frequent canine demonstrations intended to provide educational opportunities and enhance community relations. The canines and their handlers are certified through the International Police Work Dog Association (IPWDA) and the National Police Bloodhound Association.

## **Motorcycle Unit**

There are motorcycle officers assigned to the Special Operations Division. They are attached to one of the Traffic Safety Units, and will report directly to the assigned Sergeant/Corporal of the affected unit. In addition to regularly assigned traffic enforcement activities, motor officers will be responsible for any educational programs and initiatives regarding motorcycle safety. Each officer assigned to operate a motorcycle must successfully complete an approved Police Motorcycle Operator Certification Course as soon as practical upon being assigned to the unit. One day per month will be designated for Motorcycle Skills Training.



## THE TRAINING DIVISION

The Training Division is comprised of eight sworn members of the department who serve to ensure the organization, sworn and non-sworn, receive the training necessary to perform their jobs at the highest professional level.

Training for the department occurs continually throughout the year including but not limited to: the Police Academy; In-Service Training; Continual Professional & Educational Development; Career Development; Advanced Command Staff Leadership and Management training. In addition, we avail ourselves to training other professional law enforcement officers both state and federal. Furthermore, we trained members of the Greensboro Fire Department on the scene safety protocols and considerations when GFD responds to scenes in an effort to further enhance their safety as well as the cohesive working relationship and response we have fostered for decades. Lastly, we have provided training to city, civic and community groups on everything from CPR/First Aid to Use of Force by utilizing our F.A.T.S. simulator. All of the training provided to the organization is completed by more than 137 instructors from all levels of law enforcement and public safety partners who are subject matter experts in their area of training.

During 2017 our organization hosted three Police Academies, the 101st comprised 21 students, 102nd comprised 21 students and 103rd comprised 22 students. The Greensboro Police Department is one of a select few law enforcement organizations in North Carolina accredited to host our own police academy. The program is known state-wide as B.L.E.T. or Basic Law Enforcement Training and consists of 624 hours of training. Every Police Academy regardless of location in the state has topics mandated by the North Carolina Department of Criminal Justice Standards Division to ensure a standardized and systematic training approach across the state.

### AREAS OF INSTRUCTION

LEGAL	POLICE PROCEDURAL	CIVIL
COURT	COMMUNICATIONS TECHNIQUES	INVESTIGATIONS
FIRST RESPONDER	FIRST AID, FIREARMS	HUMAN TRAFICKING
MENTAL ILLNESS & DISABILITIES	DRIVING	PHYSICAL FITNESS
SUBJECT CONTROL	ARREST TECHNIQUES	ETHICS



## **ACADEMY OVERVIEW**

In addition to the 624 hours of state required training, the organization adds 240 additional hours of training far exceeding the state requirements. During the additional 240 hours the Police Academy students are exposed to Body Camera policies & procedures, Building Searches, Critical Incident Reviews, De-escalation Techniques, Effective Decision Making, Firearms Training Simulator, Officer Mental Health, Tactical Communication and Conducted Electrical Device (TASER) along with any additional topics the organization determines to be relevant which can complement to this list.

Upon graduation from our Police Academy newly sworn officers enter the Police Officer Training Program managed by the Training Division. The Police Officer Training Program is dedicated to developing the new officers in order to now apply the subject matter learned in the Police Academy to the community they now serve. The new officers are paired with a training officer who has applied, recommended through his/her chain of command and approved by the Chief of Police based on his/her own skills and abilities proven throughout their career. These training officers ensure the new officers receive an additional 574 hours of field training also includes an additional 80 hours of classroom and practical training. This brings the total training for a new officer to approximately 1,438 hours over 39 weeks.

Each calendar year every officer of our organization receives 24 hours of state required training in order to continue to be certified by the state of North Carolina as a law enforcement officer. During 2017 state in-service training and departmental training entailed 40 hours with courses in Legal Update, Protecting Victims of Domestic Violence, Improving Decision Making Skills, Positively Impacting Today's Youth, Law Enforcement Driver's Training and Annual Firearms qualification, Subject Control and Arrest Techniques and HAZMAT totaling 25,400 hours. In addition, our officers completed 19,733 hours of reported outside school training in 2017 covering numerous topics in order to maintain certifications and enhance their abilities to serve the public bringing the total number training hours received to over 45,000.

Lastly, the Training Division is a committed partner in other programs offered by the city, the department and organizations throughout our community including but not limited to the Citizens Academy, the City Academy, Community Classroom, Guilford College Criminal Justice Department, American Criminal Justice Association and many others. We commit ourselves to present and/or offer the most relevant training to our officers, our city and our community.



# VICE

The Vice Squad is responsible for the enforcement of vice laws and the investigation of vice activities of an organized or commercial nature such as gambling, prostitution, and liquor law violations.



## Narcotics

The Narcotics Squad is responsible for the investigation of illegal narcotic and controlled substance sales, possession, and use, including illegal use of prescription drugs. It also conducts special education and enforcement programs targeted at drug abuse reduction.

## Tactical Narcotics Team

Tactical Narcotics Team (TNT) officers are responsible for the investigation of crime including, but not limited to, open-air drug sales, street-level narcotic operations, violent criminal activity, gun crimes and prostitution.

## SEIZURES



**Drug Seizure Value**  
**\$9.3 Million**



**Firearms**  
**156**



**Gambling Machines**  
**73**

## Community Engagement

Began our work in early 2017 with a trip to New York with Chief across the Country to discuss the Crisis and share ideas on what's being done. In partnership with the Community Engagement division, we created an educational campaign to share the role of the Department in the epidemic and spoke to almost 400 people over the course of the year. We partnered with multiple community agencies to stay in tune with community needs and tracked legislation pertaining to Opioid misuse. We've promoted the use of medicine drop boxes, worked with physicians and pharmacies on prescription fraud and work with crime stoppers to address concerns. open-air drug sales, street-level narcotic operations, violent criminal activity, gun crimes and prostitution.



On February 28, 2017 the Greensboro Police Department, in partnership with the Greensboro/Guilford Crime Stoppers Program, Inc., launched the 'Gun Stoppers' program to encourage people to report illegal weapons in our city. Police Chief Wayne Scott announced the initiative at the "Safer City" Summit on Jan. 31<sup>st</sup> as part of a city-wide effort to reduce violence involving firearms.

Using the resources and methods of the non-profit Crime Stoppers program, people can submit anonymous tips about firearms possessed by felons, stolen guns, firearms used in crimes, and guns deemed illegal under North Carolina law or federal law. The Gun Stoppers program will pay a minimum of \$250 cash reward for anonymous tips resulting in the arrest of a person with an illegal gun and/or seizure of an illegal firearm by the Greensboro Police Dept or the Guilford County Sheriff's Office.

In order for a tip to qualify for the Gun Stoppers program, the informant must mention that there is a firearm. The tipster gives details about criminal activity involving a firearm(s) where the suspect is either possessing the firearm illegally or the firearm is illegal itself (stolen, altered). In some cases, the suspect may be using the firearm in connection with other crimes (selling drugs, robbery, assault, etc.) When the tip mentions a firearm, Gun Stoppers money is used when the tip is returned as Valid. If the tip does not mention a firearm, it will be classified as a regular Crime Stoppers tip and paid through normal Crime Stoppers budget funds.

## **GUN STOPPERS STATISTICS 2017**

### **Received 57 tips**

42 phone calls, 13 tips through the website, 2 tips through mobile text

### **9 Valid Tips**

Recovered:

31 Firearms (7 in NCIC as Stolen)  
18 Pistols  
5 Revolvers  
5 Rifles  
3 Shotguns

\$119,192 cash  
\$179,528 narcotics (street value)  
\$55,369 seized/stolen property

**Total: \$354,089**

Cleared 22 cases, 87 felony charges, 8 misdemeanor charges, 7 Firearm by Felon charges

# THE GREENSBORO POLICE FOUNDATION

## MISSION:

To supplement funding for innovative police programs, equipment and technology that make Greensboro a safer community place to live, work and visit.

The Greensboro Police Foundation is an independent, non-profit 501 (c) (3) organization whose mission is to supplement funding for innovative police programs, equipment and technology that make Greensboro a safer community to live, work and visit.

Since our establishment in 2012 we have raised over \$800,000 to promote excellence in our police department. Our most significant accomplishment is the successful campaign to raise \$130,000 to purchase 125 body-worn cameras. Greensboro was the first major US city to equip its entire patrol force with on-officer cameras.





GREENSBORO POLICE DEPARTMENT

## Community Classroom: Educational Series 2017



The Community Classroom is an educational series based on requests from residents. Topics include: K9's, Traffic Stops, Texting and Driving, Defense Tactics, Decision Making, Teen Dating Violence, Teen Internet Safety and Crimes in progress. Please note class size and location change. We look forward to seeing you in the classroom.



Food, Fun & Free

JOIN US FOR

### NATIONAL NIGHT OUT

KICK OFF PARTY - BOUNCE HOUSES, FOOD AND DEMOS  
JULY 15, 2017 - 11 AM-1 PM  
SKATLAND NORTH - 3801 N. CHURCH STREET  
FREE SKATING FROM 1-2:30 PM



Operation PASS

### Beyond the Backpack

School supply drive and more...  
Bring your donated supplies  
AUGUST 8 from 5:30-7:30 pm  
and meet officers, K9's and motorcycles from Greensboro Police Dept.

Chick-fil-A



WALK & TALK

JOIN US  
[www.gsopd.org](http://www.gsopd.org)

JOIN US FOR

### PUBLIC SAFETY DAY

FOUR SEASONS TOWN CENTRE  
JUNE 14 - 11 AM-1 PM



GREENSBORO POLICE DEPARTMENT

### OPIOID CRISIS

What is an Opioid?  
An opioid is a prescribed controlled substance commonly used for pain management. With overuse or experimentation, anyone can become addicted. This addiction can drive users to heroin.

What is Heroin?  
Heroin is an illegal opioid and typically injected into the blood stream. It often replaces prescription opioids due to availability and cost. Heroin can also be laced with the deadly drug Fentanyl.

What is Fentanyl?  
Fentanyl is a potent synthetic opioid pain reliever. It is impossible to measure the difference between a lethal or effective dose outside a laboratory. Unmeasured, this drug is deadly.

[ocn.greensboropolice.com](http://ocn.greensboropolice.com) or [gsopd.org](http://gsopd.org)

THURSDAY, MARCH 22, 2018  
7-9 PM

WARNERSVILLE COMMUNITY CENTER  
601 DOAK ST.

Be part of change is part of the SAFER CITY SUMMIT. This meeting is hosted by community leaders and volunteers seeking to make a difference through partnerships. We want to hear from you on how to make your community safer.

Want more information?  
Call: Office of Community Engagement 336-373-2636  
Email: [communityengagement@greensboro-nc.gov](mailto:communityengagement@greensboro-nc.gov)  
Website: <http://www.greensboro-nc.gov/safercity>

### OUR BEST TODAY FOR A BETTER TOMORROW!

The Police Explorer Program is a worksite-based program in which young adults learn about particular careers in which they have an interest. The Greensboro Police Department sponsors Explorer Post #241 that provides teens with the opportunities to learn about the law enforcement profession, and make informed decisions about possible future careers. Though we are proud of our profession our goal is not to make future officers, but to mentor future leaders to be their best in whatever profession they choose.

GREENSBORO POLICE DEPARTMENT

### Operation Yuletide

80% OF ALL HEROIN USERS STARTED WITH PRESCRIPTION OPIOIDS

25 YEARS OLD AGE RANGE MOST EFFECTED BY OVERDOSES

54 YEARS OLD

70% OF ALL THOSE WHO HAVE RECEIVED TREATMENT FOR HEROIN ADDICTION, RELAPSE

500% INCREASE IN OVERDOSE CALLS SINCE 2014 TO GREENSBORO POLICE

Frequently prescribed opioids include:  
Codeine, Demerol, Oxycodone, Percocet, Dilaudid, Methadone, and Vicodin





## CONTACT **US.....**

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**Address:**

100 E Police Plaza  
Greensboro, NC 27402

**Phone:**

Emergency -- 911  
Non-emergency -- 336-373-2222  
Crime Stoppers -- 336-373-1000

**Web:**

[www.gsopd.org](http://www.gsopd.org)